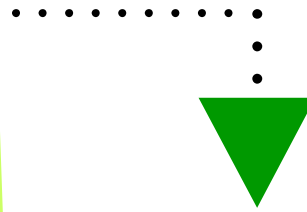


2004 DHS Employee Survey Highlights



Employees responded –

- When I do good work, I receive frequent recognition or praise (29%)
- My ideas to improve service operations are listened to and considered for implementation (26%)
- I have a voice in the decision made within my work group (20%)
- Organizational policies are clearly communicated to me (20%)
- Someone in my work environment influences me to do my best (19%)

The greatest predictor of continuing satisfaction is whether an employee receives praise for good work, followed by whether employees feel their ideas are listened to.